



# Safetell

SAFETY SECURITY PROTECTION



**Challenge:**  
To replace and upgrade counterwork and glazing while providing minimal disruption to day-to-day work

**Solution:** Installing a horseshoe-shaped counterwork that provides more storage space for cashiers, whilst also catering for DDA compliance

## Council cash teams can rest easy if they choose Safetell

*Local Authorities up and down the country rely on Safetell's wide range of cash management products for their frontline cash operations. In this case, Safetell leverages a previous design for greater space and protection.*

One Local Authority in the South of England recently asked Safetell to refurbish a busy cash office. The local Council had worked with Safetell previously on a project had been impressed by the Project Management team's understanding of Local Authorities' security needs and concerns, with a smooth roll-out with minimal disruption.

The Council's brief was to refurbish the cash handling area of a housing office - situated on what was once one of the largest Council Estates in Europe. Although some of the properties are now privately owned, the cash office was still a busy one – handling rent and council tax payments as well as dealing with tenant's enquiries.

"Because we'd worked with this Local Authority before, we were able to draw upon our large back catalogue of projects to expertly design an office to the Council's needs" commented Project Manager Paul King.

"This meant that our customer had very clear expectations from the start about what the new cash office would look like. We also knew it would help tenants feel at ease in an attractively designed, more informal space."

The Safetell team created two large cash bays in a horseshoe design, and ensured that cashiers benefited from more storage space, as well as security glazing and speech transfer systems, allowing for seamless communication between customers and staff. For DDA accessibility, a removable cabinet was included in the design so that the Council can make it available to able bodied and disabled staff.

"It's always a pleasure to hear that clients trust us and want to work with us on a regular basis, added Safetell's Managing Director Anton Pieterse. "Our feedback on this project was extremely positive and the Council team praised our friendly and professional staff, as well as our ability to quickly fit the new counters while the cash office was still operational."



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